

## The 1-2-3s of Enrolling Clients

### Client Enrollment is On-Site!

**Family PACT clients must be at risk for  
Pregnancy or causing a pregnancy**

**The following clients would not be eligible:**

- Pregnant • Sterilized • Menopausal
- Women over 55 and Men over 60

## Client Eligibility

### Determine if client is eligible for Family PACT

#### *Client Lacks Other Insurance Coverage*

- No insurance, including no Medi-Cal
- Has insurance with no family planning coverage for any contraceptive method
- Has Medi-Cal with Share of Cost but has not met Share of Cost
- Has limited-scope Medi-Cal coverage (no family planning coverage)
- Has insurance but has not met the deductible
- Has insurance or full-scope Medi-Cal but must keep family planning services confidential

#### *Income Guidelines*

Family size and corresponding income at or below 200% Federal Poverty Level

#### *Residency Requirement*

California resident

# Client Enrollment

## 1. Enroll Clients On Site

- Once eligibility has been established, clients fill out a one-page Client Eligibility Certification (CEC) Form which is co-signed by client and provider.
- The CEC is a legal document required to confirm a client's eligibility for services.

## 2. Activate a Health Access Programs (HAP) Card Three Ways

- Submit the information on the CEC Form to Electronic Data System (EDS) via one of these three ways:
- Automated Eligibility Verification System (AEVS)
- Point of Service (POS)/T7 Device (*Family PACT providers are eligible to receive one POS device free of charge*)
- Internet

## 3. Issue HAP Card

- Provider will give the client an activated teal blue HAP Card. These are supplied to providers that have been approved to offer Family PACT.
- Provider must explain Family PACT services to client (i.e., family planning services, not primary care or family practice).
- One card issued per client which can be used by any Family PACT provider.

### Remember:

- Eligible clients are activated for one year from activation date. Reactivate client before renewal date to avoid disruption of services or reimbursement.
- You must activate HAP Cards before rendering service.
- Confirm eligibility at each visit, including family size, income, insurance and Medi-Cal coverage.
- Eligibility determination and confirmation is based on information given by clients' self-report.